

**Iowa Department of Inspections and Appeals  
Health Facilities Division  
Citation**

<b>Citation Number: #6166</b>		<b>Date: July 19, 2023</b>		
<b>Facility Name: Genesis Senior Living</b>		<b>Survey Dates: June 19 – July 13, 2023</b>		
<b>Facility Address/City/State/Zip</b>		<b>JS</b>		
<b>5608 SW 9<sup>th</sup> St. Des Moines, IA 50315</b>				
<b>Rule or Code Section</b>	<b>Nature of Violation</b>	<b>Class</b>	<b>Fine Amount</b>	<b>Correction date</b>

<b>58.20(1)</b>	<p><b>481—58.20(135C) Duties of health service supervisor.</b> Every nursing facility shall have a health service supervisor who shall:</p> <p><b>58.20(1)</b> Direct the implementation of the physician’s orders; (I, II)</p> <p><b>Description:</b></p> <p>Based on observations, interviews, and record review the facility failed to administer pain medication as ordered by a physician leaving 4 out of 4 residents reviewed without adequate pain control (Resident #4, #19, #20, and #21). Four residents reviewed were not administered their Controlled II pain medication as ordered for prolonged periods of time. The nurses and CMAs stated the medication was not available to give, therefore they did not give it. Resident #21 went 8 days without receiving his three times a day routine order of Percocet (an oral opioid pain medication). The other 3 residents did not receive their Fentanyl patches (potent opioid pain patch) as ordered every 3 days. In a 22 day period, the 3 residents reviewed did not have their patch applied every 3 days as ordered resulting in Resident #4 going 11 days, Resident #19 going 12</p>	<b>I</b>	<b>\$9000.00 (Held in Suspension)</b>	<b>Upon Receipt</b>
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Facility Administrator

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	<p>days, and Resident #20 going 7 days without Fentanyl during the 22 day review period.</p> <p>This situation resulted in Immediate Jeopardy to residents health and safety for the facility. The facility was notified of the Immediate Jeopardy on 6/29/23. The facility abated the Immediate Jeopardy situation on 6/29/23 lowering the scope from a "K" to an "E" after staff education was complete and the facility ensured all scheduled/ordered pain medications were available for residents.</p> <p>The facility reported a census of 62 residents.</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. A Minimum Data Set (MDS) dated 4/14/23, documented that Resident #4 diagnoses included Multiple Sclerosis (MS), osteomyelitis of the vertebra (infection of the bone), and non-Alzheimer's dementia. A Brief Interview for Mental Status (BIMS) documented a score of 8 out of 15, which indicated moderate cognitive impairment. Resident #4 required total dependence of 2 for transfers, and personal hygiene. The MDS documented that this resident</li> </ol>			
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	<p>received opioid medication 7 out of the 7 observation period days. The Pain Management section revealed that Resident #4 received pain medication both routine and PRN (as needed) in the 5 prior days. The Pain Assessment revealed that in the prior 5 days this resident rated her pain at a moderate level and documented that she had pain occasionally.</p> <p>A Medication Administration Record (MAR) for the month of June 2023, directed staff to administer a Fentanyl Patch 12 mcg (microgram)/hr(hour) transdermal (absorbed through the skin) application at bedtime every 3 days for chronic pain to Resident #4. The start date was 2/20/23. Review of the record revealed that this resident did not receive the patch as scheduled on 6/2/23, it was applied the following day on 6/3/23. The resident had a patch applied on 5/5/23 and 5/8/23, then this resident did not have a patch applied again until 5/21/23.</p> <p>On 6/21/23 at 4:00 p.m., When asked if she had pain, this resident stated she did. When asked to rate the pain, she stated it was at a 5 on a scale of 0-10 and the pain was on her bottom. Resident lying in bed at the time.</p>			
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	<p>On 6/22/23 at 11:20 a.m., it was noted that Resident #4 had a patch on her right chest dated 6/21/23. Resident was asleep. This resident woke up but required some patting on the arm by staff. On all observations of Resident #4 during this survey Resident #4 had been awake, eyes opened, and responsive with exception of this observation.</p> <p>2. An MDS dated 5/5/23, documented that Resident #19's diagnoses included MS and chronic pain. The MDS revealed a BIMS score of 15 out of 15, which indicated intact cognition. This resident required total dependence of 2 staff for transfers. She required total dependence of 1 staff for personal hygiene. The MDS documented that this resident received opioid medication 7 out of the 7 observation period days. The Pain Management section revealed that Resident #19 received pain medication both routine and PRN in the 5 prior days. The Pain Assessment revealed that in the prior 5 days this resident rated her pain at a 5 out of 10 (0 is no pain and 10 is the worse pain you can imagine) and documented that she had pain frequently.</p>			
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	<p>A Medication Administration Record for the month of June 2023, directed staff to administer a Fentanyl Patch 25 mcg/hr transdermal application at bedtime every 72 hours (3 days) for chronic pain to Resident #19. The start date was 3/4/23. Review of the record revealed that this resident did not receive the patch as scheduled on 6/2/23, it was applied on 6/5/23. It revealed that she was to get a patch placed on 6/8/23 and did not have a patch applied until 6/14/23. She was scheduled to have a patch applied on 6/17/23 and did not have it applied until 6/20/23. It was documented that it was not available on 6/23/23.</p> <p>The MAR also directed staff that Oxycodone (opioid) 5 mg tablet was to be administered orally 4 times a day to Resident #19. The order date was 6/8/23. From 6/8/23 at 5 p.m. when the first dose was to be given to 6/12/23 at 6:00 a.m. the doses were not given. The 6:00 a.m. dose on 6/13/23 and all 4 doses on 6/14/23 and 6/15/23 were not available. The 8:00 p.m. dose on 6/23/23 was also not available.</p> <p>On 6/21/23 at 4:54 p.m., Resident #19 stated she was in pain and rated it at a 9 out of 10. She stated that she needed to lie down. She stated she</p>			
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	<p>hurt everywhere. Resident appeared to be in pain. She was pale and did not move during the conversation.</p> <p>On 6/22/23 at 10:30, Resident #19 was observed to have a patch last placed on 6/20/23 on her left chest. Resident #19 rated her pain at a 9 and stated she hurt all over. She added that the medication person is going to give her pain meds now and they will help. She said she went without the patch a few days ago and she became very sick. She stated she was throwing up and everything. She stated once they were able to get a patch the sickness went away.</p> <p>3. An MDS dated 5/19/23, documented that Resident #20's diagnoses included anxiety and chronic pain syndrome. The MDS revealed a BIMS score of 15 out of 15, which indicated intact cognition. This resident required extensive assist of 1 for transfers and personal hygiene. The MDS documented that this resident received opioid medication 7 out of the 7 observation period days. The Pain Management section revealed that Resident #20 received pain medication both routine and PRN in the 5 prior days. The Pain Assessment revealed that in the</p>			
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	<p>prior 5 days this resident rated her pain at a 4 out of 10 and documented that she had pain frequently.</p> <p>A Medication Administration Record for the month of June 2023, directed staff to administer a Fentanyl Patch 25 mcg/hr transdermal application at bedtime every 72 hours for chronic pain syndrome to Resident #20. The start date was 5/1/23. Review of the record revealed that this resident did not receive the patch as scheduled on 6/3/23. The last patch prior to this was applied on 5/30/23 and 3 days from that was 6/2/23. This resident went 4 days without the absorption of the patch from 6/2/23 when it should have been applied to 6/6/23. She had the patch applied again on 6/9/23, it wasn't applied on 6/12/23 then it was applied again on 6/15/23.</p> <p>On 6/21/23 at 4:55 p.m., Resident #20 stated she was in pain and rated her pain at an 8 out of 10. She stated it hurt in her tailbone and back. The resident appeared to be in pain. The DON (Director of Nursing) was notified of where Resident #19 and Resident #20 were rating their pain. Both residents had been outside to smoke and were sitting beside their respective beds in</p>			
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	<p>their wheelchairs in their room. These two residents are roommates. Both residents had facial grimacing. Resident #19 had guarded movements and sat very still.</p> <p>Observation on 6/22/23 at 10:35 a.m., noted Resident #20 had a patch on her right chest. It was not labeled. Resident #20 stated her tailbone pain is at an 8 which is constant, and her stomach pain was at a 5. She stated they were supposed to give her a suppository 2 nights ago and they never did. She stated she was constipated. When asked if they have missed giving her some pain medications, she said yes. She stated the reason she didn't receive her medication was they didn't have the medication to give. When asked if she was given anything to help with her pain she said no, they told me they didn't have anything else to give.</p> <p>4. A MDS dated 4/24/23, documented that Resident #21's diagnoses included malignant neoplasm of the larynx (cancer of the voice box) and chronic pain. The BIMS score for Resident #21 was 12 out of 15 which indicated moderate cognitive impairment. This resident required extensive assist of 2 for transfers and extensive</p>			
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	<p>assist of 1 for personal hygiene. The Pain Management section revealed that Resident #21 received routine pain medication in the 5 prior days. The Pain Assessment revealed that in the prior 5 days this resident rated his pain at a 6 out of 10 and documented that he had pain frequently.</p> <p>A MAR for the month of June, directed staff to administer Percocet 5-325mg three times a day at 8:00 a.m., 2:00 p.m., and at 8:00 p.m. to Resident #21. The MAR revealed that Resident did not receive his scheduled Percocet from 6/13/23 at 2:00 p.m. through 6/20/23. The MAR documented that he received a dose at 8:00 a.m. on 6/21/23.</p> <p>On 6/27/23 at 10:31 p.m. observed Resident #21 lying in bed. He nodded his head in affirmation that he did know they didn't have the pain meds to give him. When asked if he was in pain during that time, his eyes widened and he nodded a definite yes. When asked if he remembers what level his pain was at during that time and if he could rate it he shook his head no. He affirmed by nodding that he had went about a week without the pain medication and this happened a couple of weeks back.</p>			
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	<p>On 6/21/23 at 10:26 a.m., Staff C, Certified Nurse Aide/Certified Medication Aide (CNA/CMA), when asked what the circled initials meant on the MAR/TAR (/Treatment Administration Record) she stated it meant that they didn't have the medication. She stated it happened more than she would like to admit. She said the DON said to just pass the medications that you can. When asked why some residents had Fentanyl patches and another did not, she stated she did not know. She said maybe it had something to do with pharmacy. She said the facility does not want to report these things. Staff C stated she is told not to get so upset about things.</p> <p>On 6/21/23 at 2:45 p.m., the DON stated she was looking into the Fentanyl patches not being given. When asked what she knew about it, she just shook her head no.</p> <p>On 6/21/23 at 3:00 p.m., Staff C, when asked again about the numerous Fentanyl patches that weren't applied, she stated that the night shift which is mainly agency nurses put the patches on. She acknowledged all of the holes with the Fentanyl patches. She stated it meant they did not</p>			
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	<p>get the patches put on. She did not think there was drug diversion. She thought it was more laziness, destroyed.</p> <p>On 6/21/23 at 4:07 p.m., Staff D, Register Nurse (RN) traveler with the facility corporation and the Nurse Consultant stated they were aware of this too and looking into it, when they were told there was a concern with the Fentanyl patches and narcotics not being given.</p> <p>On 6/22/23 at 10:30 a.m., Staff A, CMA stated that medications are getting missed and sometimes it's because staff don't understand the different names of Vitamins i.e. ascorbic acid vs Vitamin C and sometimes they just don't look for the medications. Staff A stated that Resident #4 was without Percocet. Staff A stated she had sent the information that he was out of his Percocet and needed more several times but she was not sure if they had gotten it. She stated that Staff E, RN had told her they were getting a script (prescription for a physician) for the Percocet. Staff A said she had sent the tag in about 5 days before he was out of them. Staff A said it was ample time, more than 3 days to get it ordered. Staff A stated they (nurses) had tried to get it out</p>			
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	<p>of the e-kit (emergency medication kit) but he needed a new script. She said that he went 8 days without the Percocet. Staff A did not think there was any drug diversion just laziness. She stated that Resident #4 was going through withdrawal symptoms. Stated he was really tired.</p> <p>Staff B, RN, was part of the above conversation. He stated that there normally are medications up front. Staff B stated they can go up and get them. Staff B stated he did not think there was any drug diversion, just sloppy nursing.</p> <p>On 6/22/23 at 4:06 p.m., Staff F, Nurse Practitioner (NP), stated the facility let her know that the 3 ladies did not receive their patches. She stated she took a look at them and discontinued 2 of the 3 ladies patches as she did not feel they needed it. She said the 3rd lady was a different story. She stated she did know about another resident not getting his Percocet. She found out through faxes. She will look for the faxes of the facility notifying her of the pain medication not being given. Staff F stated it was okay to call her back with any further questions. Stated it was recently brought up to her about the Fentanyl</p>			
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	<p>patches not being administered, but she had been notified of this before and was notified by fax.</p> <p>No faxes were provided.</p> <p>On 6/22/23 at 2:30 p.m., Staff G, NP stated that no one had notified her of medications not being given. She had not heard about Fentanyl patches not being available. She had not heard about Resident #4 not getting his Percocet. She said there would be no reason for this. If not contacting her they could contact other providers to get a script or to get these medications ordered. She said in Resident #4's case she saw him after a fall and had abdominal x-ray/test done related to pain. She said at that time she reviewed his medications and did not feel he needed anything more for pain as he was on several medications that helped with pain. Staff G looked at Resident #4's MAR. She stated now that she knows he went without Percocet for that many days she will need to go back to Resident #4 and ask him about pain control. She said she came in to see 5 residents on this day and she was still at the facility because she finds things out when she talks with residents and feels she needs to take care of it. She stated a lot of the stuff she ends up</p>			
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	<p>doing are things the nurse should be doing but for some reason it is not getting done. She repeated that there is no reason the residents should not be receiving their medication. She stated a provider and pharmacy can be called.</p> <p>On 6/22/23 at 3:05 p.m., Staff E, RN stated that it was reported to her that Resident #4 did not have Percocet. She stated the CMA did not tell her until the last day that she worked. Staff E stated that sometimes she worked 2-3 days in a row. She stated that afternoon she called the pharmacy for it and the pharmacy said they were waiting on a script for it. Staff E stated that the pharmacy calls the care provider to get the script. She stated that the pharmacy was located out of state, so the pharmacy didn't always call the provider for the nurses. Staff E stated that on weekends it depends on who is on call, the provider might not write a script. Staff E didn't think she had called the on call provider the day she found out about needing a Percocet refill. Staff E stated she reported it on to the next shift but did not remember who. Staff E stated she did think it was important for the residents to have their meds. Staff E stated the facility was running bubble packs as well as cards with medications (meds) in them. Staff E stated</p>			
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	<p>that she was running meds all the time. Staff E said she did not want to put the facility under the bus or anything, but the nurses are continually getting meds out of this system because the meds are not filled. Staff E stated it was like all day long they were pulling meds from the ekit (emergency kit storage). Staff E stated it was very time consuming. Staff E stated the fax machine was down for a long time. She said she had been there for 6 months and the facility finally got a fax machine this week. She stated they were unable to fax the pharmacy because of it. Staff E stated they had to call the pharmacy or Staff F, LPN and another nurse had been emailing the pharmacy. Staff E stated that she always called the pharmacy and they would get upset when you have a huge list, the pharmacy wanted the list sent instead. She stated the pharmacy also sometimes did not send the meds. Staff E said that every day she pulled medications out of the ekit, even though the meds had been requested from the pharmacy. Staff E stated that the CMAs don't let the nurse know if there is a med missing, they will just circle it. Staff E said that she and another nurse have reported to the DON that the med aides (CMA's) aren't reporting that there are not meds in the carts. Staff E then went into the medication</p>			
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Facility Administrator

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Date

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**Iowa Department of Inspections and Appeals  
Health Facilities Division  
Citation**

Citation Number: #6166		Date: July 19, 2023		
Facility Name: Genesis Senior Living		Survey Dates: June 19 – July 13, 2023		
Facility Address/City/State/Zip  5608 SW 9 <sup>th</sup> St. Des Moines, IA 50315		JS		
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	<p>room. The system was hooked up to a computer. Staff E stated the nurses are able to type in the name of a resident and the medication needed and then you can get it out of the ekit. She stated that the nurses run meds for the residents and then deliver them. She said that it happened often that all of the meds are not there. Staff E said that often times with narcotics, the pharmacy will say a script was needed. Staff E stated that it could be difficult to get a script. Staff E said she honestly did not know if there was drug diversion at the facility, it's pretty scary. Staff E said that she had seen that people have signed things off and she had wondered how the CMAs have signed stuff off that the facility did not have. Staff E was unable to give any specific examples of this nor could she give a time frame. Staff E stated that Staff A and Staff C had told Staff E that night shift agency aides are not passing the meds. Staff C was really good about reporting to Staff E but Staff A didn't always report. Staff E said that Staff A would report to Staff B, but he was Staff A's son in law. Staff E stated she reported this to the DON and nothing really happened. Staff E stated that she did not want to be fired or anything but many things needed fixed. Staff E became</p>			
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	<p>tearful and said it's hard to work here because it's very busy and many things get missed.</p> <p>On 6/26/23 at 3:13 p.m., Staff I, RN Hospice stated she had brought up concerns regarding Resident #19 going through withdrawals. Staff I said the facility set her up on routine Oxycodone with the Fentanyl patch before related to Resident #19 requesting so much PRN (as needed) Oxycodone. Staff I said that with Resident #19 taking both of the meds she would still rate her pain at an 8 or 9. Staff I said that Resident #19 had a history of MS so it could be hard to tell with her because you don't know if she is masking pain. When asked who she goes through for medications, she stated they go through the facility doctor first. Staff I said that a lot of times they do things without communicating with her. Staff I stated she has to ask for an updated medication list for Resident #19. Staff I said she sees Resident #19 two times a week. When asked if she knew about Resident #19 not receiving her Fentanyl patch, Staff I stated that she would notice it would be dated for 5 days prior or not on her at all. Staff I said she had her hospice aide check the date on the patch and the hospice aide was to let Staff I know if the date was more than 3</p>			
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	<p>days old or if there was no patch. Staff I stated that Resident #19 would ask Staff I if Staff I would go and see when she was due for her next dose of pain medication. Staff I stated that Resident #19 would ask more about the oxycodone and not the patch. Staff I said she had been Resident #19's case manager for almost 2 months now and that Resident #19 had went on hospice on 1/27/23 and there was a different hospice nurse case manager before Staff I. Staff I said that Resident #19 can make her own decisions and Resident #19 did have a son and a daughter that she wants us to update on her care. Staff I had a conversation with Resident #19 about missing Fentanyl patches. Staff I said that back in May she had went in and noticed that Resident #19 hadn't had one (Fentanyl patch) changed and Staff I brought it up to her and they were able to get a new one started. Staff I stated that since then Resident #19 had been able to let Staff I know if it was taken care of or not taken care of. Staff I stated that in June Resident #19 told Staff I that the Fentanyl patch wasn't being taken care. Staff I said that she spoke with the floor nurse and spoke with the ADON (Assistant Director of Nursing) and it seemed like every time Staff I would talk to somebody, they would tell Staff I</p>			
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	<p>they'd get the Fentanyl Patch shortly. Staff I stated she did not feel the issue got addressed. Staff I stated that the other hospice nurse spoke with the floor nurse on June 14th when the other hospice nurse noticed that the patch had not been changed and her roommate noticed the patch had not been changed. Staff I stated that she knew she was biased because them discontinuing the patch after the fact is doing her a disservice.</p> <p>On 6/26/23 at 4:20 p.m., Resident #19 stated that she was in pain and rated her pain at a 9 and ½. This resident was lying in bed. Stated she was feeling really bad and was going downhill fast. When asked what she meant by that she stated she just wasn't doing good. When asked about the Fentanyl patch, she said they took that off last week and told her that she didn't need it. When asked what she thought about that, she stated it really didn't help her much anyway. This resident had opened her eyes when the door was knocked on but did not open them very far. This resident did not move any extremities nor her head when she talked. When asked if staff check on her and ask her about her pain, she stated sometimes. When asked if they were checking twice a day, she stated no. When asked if she ever has no</p>			
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	<p>pain, she said no. When asked what the lowest her pain had been in the past few months, she stated a 6 or 7.</p> <p>The MAR for Resident #19 for the month of June 2023, directed staff to do a twice a day pain assessment with 0 as no pain, 1-3 as mild pain, 4-6 as moderate pain, and 7-10 as severe pain. The documentation of the pain revealed that from June 1st through June 26th this resident had pain rated four times at 7, two times at 8 and one time at a 6, the rest of the documentation revealed 0's or there were times when it wasn't filled out.</p> <p>On 6/26/23 at 4:30 p.m., Resident #4 was lying in bed smiling. Stated she really didn't have any pain. She was feeling pretty good. Resident #4 was wide awake and appeared happy. She asked about what time it was.</p> <p>The MAR for Resident #4 for the month of June 2023, directed staff to record pain on a 0-10 scale twice a day. The documentation of the pain revealed that from June 1st through the first part of June 26th this resident had 40 times the pain was not rated.</p>			
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	<p>On 6/27/23 at 9:15 a.m., Staff J, agency RN, stated he thought there was a Fentanyl patch on the 2nd floor downstairs for a day or so that was not put on. Staff J stated he did not put on but he did leave a note and passed it on. Staff J stated there was no way for him to get the patch. He stated he talked to day shift. He said that it was pretty complicated to talk to pharmacy on the weekend. He said he did assessments. When told about the patches that weren't placed and the time frame the residents went without a Fentanyl patch, he stated he did not know that they did not have patches for that long. Staff J stated he worked a lot on the 2nd floor (where all 4 residents resided). Staff J stated he would work a few days and then off but when he would come back he did not recall seeing any resident going a long time without a patch. Staff J stated that the CMAs do not apply Fentanyl. Staff J said that medications being not available happened quite often. Staff J stated that every time something happened when there wasn't a medication, he always left a note. Staff J stated that he would give a verbal report but he also would write the meds on the sheet and then hand it to the next shift. Staff J stated that the pharmacy says that he needs to fax when he did get a hold of the pharmacy. Staff J stated that</p>			
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	<p>the facility's fax was not working and on weekends the pharmacy was not available. Staff J stated that if you want to order more than one or two meds the pharmacy would say to fax the list of meds as the pharmacy preferred faxes. Staff J stated that he always made sure he put it on the sheet that they have so the day nurse would know what the situation was and then they could handle it during the day. When asked about the sheet, he stated he was not very sure where the sheet was kept. Staff J stated that they hand over a copy of it to the next nurse. Staff J stated that sometimes he would pass 8:00 p.m. meds but most of the time it's a CMA. Staff J stated he didn't know about Resident #21's Percocet. Staff J stated that he felt the residents received good care and he thought the communication with the pharmacy was the biggest concern.</p> <p>On 6/27/23 at 9:45 a.m., Staff E stated she did not know where the pharmacy book was in the back (2nd floor). She stated she wasn't sure what they did when the nurses and CMAs filled out the sheets with the meds that are needed. Staff E said she didn't see the book and she thought the sheets might just get thrown away. She pulled a couple</p>			
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	<p>of sheets out of the box with things that needed to be shredded.</p> <p>On 6/27/23 at 10:25 a.m., Staff E pulled 2 more pharmacy sheets out of the box when asked if there were any more sheets in the box.</p> <p>On 6/27/23 at 9:50 a.m., Staff H, Licensed Practical Nurse (LPN), stated the facility got a new machine and it copies and prints but it doesn't fax. Staff H stated she had developed a process with the pharmacy where you have an encryption code so the emails between Staff H and the pharmacy can go between us without HIPPA violations. Staff H stated that she had been doing this for 2 months. Staff H stated she receives sheets from the CMAs and on Mondays, Tuesdays, and Wednesdays Staff H forwards the sheets on to the pharmacy and then writes emailed to pharmacy and the date and time. Staff H stated she then puts the sheets into the pharmacy book. Staff H stated that she only worked on the 1st floor. Staff H state the process to get medication was the doctor writes out the order for her on a script, then she would take a picture and email to the pharmacy, after that she documented in the electronic health record to make it an active order.</p>			
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	<p>Staff H stated she would usually then call the pharmacy and let them know that she had put in an active order and she would pull a couple of doses of the medication so that they could cover the first couple of doses that needed to be given. Staff H stated that not all nurses have access to their medication system. She stated that sometimes they have agency nurses and the agency nurses cannot get into the facility's medication system. Discussed Resident #19's medication and Staff H stated that Resident #19 had been in pain since she has been here. Staff H stated that Resident #19 should not go without her pain medication. Staff H said that Resident #19 was so frail and pale and always looked like she was in pain. When told the pain level had been signed often as no pain for this resident, Staff H stated that was not right. Staff H stated what she thought staff were doing was seeing if Resident #19 was sleeping and marking it 0, they should be asking her. Staff H said that Resident #19 needed her pain medication. Staff H stated that hospice staff could call the pharmacy too and Staff H stated she did not know why agency nurses wouldn't just call the pharmacy. Staff H stated if they are writing down on the sheet that there was not a med available then it should be in the</p>			
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	<p>pharmacy book down there. They should be putting those sheets in to the pharmacy book and those papers should not be shredded. Staff H stated that usually on Mondays there are a lot of meds to order. Staff H stated that she just called the pharmacy and asked them how could she get the meds without a fax and they said she could use her own email but she would need to use their encryption. Staff H stated that's what she did. Staff H stated she did not want to put down the company but they had people running to another facility to fax orders because their facility couldn't get the meds.</p> <p>On 6/27/23 at 11:32 a.m., Staff K, CMA/CNA, stated that it did happen when meds were not available. Staff K stated she circled her initials on the MAR's when meds were not available. Staff K stated that she actually asks her nurse if the med is printable, meaning they can get it from the medication system, but if not to circle it and write a note on 24 hour report. When asked how often she thinks this happens, she stated daily. She stated it had gotten better because they had a new ADON who listens. Staff K stated that they tell the resident when we don't have a med for them and most of the time they are not surprised, unless</p>			
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	<p>it's a pain med, anti coagulant (blood thinner), anti anxiety, etc. Staff K stated they have one resident who gets upset if he did not get his oxycodone (pain medication), Lyrica (blocks pain signals in nervous system), or Clonazepam (anti-anxiety). Staff K sated that it took time but they were able to get it for him because they would call the pharmacy and the on call physician and get it pulled. Staff K stated that sometimes the on call doctor doesn't answer and sometimes the pharmacy doesn't answer.</p> <p>On 6/27/23 at 12:03 p.m., Staff L, RN stated she passes medications when they need someone. Staff L stated she would just get meds out of their medication system if she needed a med. She stated she has had trouble with the system jamming. Staff L stated she leaves at 10:30 p.m. and asks prior to leaving if anybody needs anything. Staff L stated she worked noon to 10:30 p.m. Staff L stated that they were checking every night now, they check the MARS and TARS they have to sign. Staff L, RN stated she knew that medications not being available was a problem and they had been working on it real hard. Staff L stated that the facility lost a couple of nurses about a month ago and then it wasn't brought to</p>			
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	<p>our attention. Staff L stated after that she went to check not too long ago for gaps and that's when she noticed it was a couple weeks ago. Staff L stated she had no clue that Resident #21 went without Percocet. Staff L stated that they could have called the on call providers. Staff L stated that they can get a hold of pharmacy 24 hours a day and they could get a hold of a physician 24 hours a day. Staff L stated that there was always 2 nurses in the facility so any of them can call and get medication. Staff L stated that they had trouble with faxing a while back. Staff L stated that it was routine orders that the facility had trouble with getting. Staff L stated she did not know who would tell Resident #21 they couldn't get the Percocet. Staff L stated they could always get Percocet. When told that Resident #21 said he was in pain during the time he did not receive the Percocet, Staff L nodded understanding and stated that she was somewhat related to Resident #4, and he will always tell you he has pain. Staff L stated that Staff E, Staff H, and Staff B, all know what to do (how to retrieve medications). Staff L stated that no one ever told her that the facility was out of narcotics for residents, until the facility caught it. Staff L stated that Resident #19 had been on narcotics about 7 months. Staff L stated that</p>			
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	<p>Resident #19 is in pain now and stated that Resident #19 was addicted. Staff L said that the meds are available. She stated that staff could also call the ADON, the DON, or Staff L and they would come in and get the meds for the staff. Staff L stated that pretty much every day that she works she takes meds out of the facility's medication system.</p> <p>On 6/28/23 at 9:02 a.m., Staff I called and wanted to give an update on Resident #19. She stated she wanted to give an update on Resident #19's pain. Staff I stated that Resident #19 was rating her pain at a 9 out of 10 and described it as sharp and throbbing. Staff I stated that Resident #19's roommate had piped up and said that Resident #19's moaning and groaning through out the night. Staff I stated she felt Resident #19's pain had worsened. Staff I stated that Resident #19's blood pressure was normally low in the 90s over 50s and yesterday it was 109 over 50s and that was high for this resident.</p> <p>6/28/23 at 10:28 a.m., Staff M, hospice CNA, stated Resident #4's pain level depended on the day. Staff M stated they had gotten better about laying her down after breakfast as that was when</p>			
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	<p>Resident #4's bottom starts hurting as Resident #4 had wounds on her bottom. Staff M stated that Resident #4 was still up at this time but Staff M had asked Resident #4 how her pain was and Resident #4 said she didn't have any pain right then. Staff M stated that's what they like to hear. Staff M stated she had asked Resident #4 if she wanted to lay down and she responded no. Staff M stated that some days Resident #4 is very groggy and other days she's super awake. Staff M stated that yesterday morning, Resident #4 was groggy and staff had said that she had slept through breakfast. Staff M said that Resident #4 does that off and on all the time and has done that since we admitted her. Staff M stated she didn't really know what medications Resident #4 was on or if she was wearing a patch. Staff M stated she would have her hospice RN (different from staff I) reach out. (no phone call was received)</p> <p>On 6/26/23 at 10:54 a.m., Staff N, Pharmacy Technician customer service for the facility's medication server, stated that her company services this facility and do type their orders pretty generally. Staff N stated the biggest thing that she had seen was that they consistently have fax issues and a nurse will call. Staff N stated that</p>			
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	<p>this had been a challenge. Staff N stated that the pharmacist will take orders over the phone. She stated that if there are a lot of meds needed, they try to pull them from the eMAR (electronic MAR) system. Staff N stated the pharmacy had access to the eMAR system, but they are not integrated like other homes where their orders flow right over to the pharmacy. The eMAR the nurse will call us and say they have this new order, then pharmacy can go in and look at the eMAR but it's not like something that would alert the pharmacy. The nurse has to call and tell pharmacy about the new order. Staff N stated that sometimes the pharmacy will see some emails that would alert the pharmacy to reorders. Staff N stated that for monthly refills, the nurses have to alert the pharmacy. Staff N stated that how often medications need refilled is based on a resident's payer source too. Staff N stated that meds coming out of the ADU-Automated Dispensing Unit are usually the more routine or common medications and it depends on the schedule with the machine. Staff N said she believed that the facility was running meds every day for the next day. The ADU dispenses the little packets of meds. She stated that not all medications can come out of the machine so those are sent from the pharmacy</p>			
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	<p>already carded. Those are the meds that require the nurse to notify the pharmacy when a card is needed or when the facility was running low. She said the pharmacy does same day reorders up until noon. Staff N stated the facility would typically get these medications the next morning in Iowa. Staff N stated if it was the afternoon when they place a reorder, the facility would normally get the meds in two days. The meds come directly from the pharmacy and couriers come from the pharmacy located in Minnesota. Staff N stated that the courier drives the meds down. Staff N stated that in the ekit the pharmacy will house first dose medications and some routine medications too just so the facility would have some access to those medications. Staff N stated the pharmacy puts in house antibiotics and narcotics in the ekit. She stated if the facility would have a new admit who had a script the facility can request the medication from the ekit, then send the script and the pharmacist reviews and then the pharmacist can approve. Staff N stated any controlled substance the pharmacy needs to approve. Staff N stated the facility also had some hospice products there too. Staff N stated that every time the pharmacy would need a script for narcotics through the ekit the pharmacist checks it. Staff N</p>			
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	<p>stated for instance if there was a scheduled narcotic once a morning, the pharmacy would reach out to the facility when the pharmacy knows that the prescription is running low. She stated the pharmacy needed a script depending on how long the doctor orders the medication. She said for scheduled 2 narcotics they could fill up to 120 tablets for a twice daily dose for 2 months. She stated for controlled substances C3s -C5s they can fill up to 6 months of refills on them. Staff N stated that she believed the pharmacists will call or reach out to the prescriber to let them know the pharmacy would need a script. Staff N stated she did know the pharmacists will call the nurses to let them know the pharmacists are having difficulty getting a script. When asked if there had been any communications regarding issues with trying to get narcotics like Fentanyl patches, Staff N stated she did not know. Staff N put the call on hold and when she returned, she stated that she had spoken to 2 of their pharmacists and both of them stated they typically get scripts back pretty quick from the prescribers/providers. Staff N stated the pharmacists said the providers make themselves available to the pharmacists and they usually can get a hold of them pretty quickly. The pharmacists stated they were not aware of</p>			
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	<p>residents going days without Fentanyl patches or Percocet.</p> <p>On 6/28/23 at 11:30 a.m., the Regional Nurse Consultant, stated that they reviewed records for Resident #21 regarding whether or not he was having pain during the time he did not receive his Percocet and most of the time he had 0 pain. The Regional Nurse Consultant stated the facility was not disputing that Resident #4 did not get his Percocet. The Regional Nurse Consultant stated that this resident did rate his pain was at a 5 twice during the time he was not receiving his Percocet and Tylenol was given one of those times. When it was shared that Resident #19's documentation showed that she had no pain many times on her pain checks and that Resident #19 stated staff do not ask her about her pain level twice a day, that she had never said her pain was at a 0 and the lowest her pain would have been a 6 or 7. The Regional Nurse Consultant acknowledged understanding. He stated when they talked with Resident #21 prior to this conversation, Resident #21 rated his pain at a 7. The Regional Nurse Consultant stated Resident #21 was wheeling himself from lunch to go smoke, and he obviously was not at a 7. The Nurse Consultant stated</p>			
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	<p>Resident #21 didn't have any symptoms of pain like facial grimacing and was propelling himself in his wheelchair.</p> <p>On 6/28/23 at 11:40 a.m., Resident #21, when asked if staff were asking him about what level of pain he had, he said no and shook his head. When asked if he had told staff that his pain had been at a 0, he said no. When asked if he has ever told the staff that he did not have any pain, he said no. This resident was lying in bed and his room was dark.</p> <p>The MAR for Resident #21 for the month of June 2023, directed staff to do a twice a day pain assessment with 0 as no pain, 1-3 as mild pain, 4-6 as moderate pain, and 7-10 as severe pain. The documentation of the pain revealed that from June 1st through June 25th this resident had pain one time at a 5, the rest of the documentation revealed 0 or there were times when it wasn't filled out.</p> <p>On 6/28/23 at 11: 48 a.m., Resident #20, when asked if staff asked her to rate her pain, she said not really. When asked if they ask her twice a day, she stated no. When asked if she has told them she had no pain, she said no. When asked</p>			
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	<p>what her pain level was at this time, she stated it was a 7. She stated at this time she was having a headache. Her voice was quiet like a whisper. She was lying in bed.</p> <p>The MAR for Resident #20 for the month of June 2023, directed staff to do a twice a day pain assessment with 0 as no pain, 1-3 as mild pain, 4-6 as moderate pain, and 7-10 as severe pain. The documentation of the pain revealed that from June 1st through the first part of June 26th this resident had 0 pain or there were times when it wasn't filled out.</p> <p>On 6/28/23 at 11:55 a.m., Resident #19 was lying in bed. She was pale and she stated her pain was at a 9. She stated it was all over, but her shoulder didn't hurt because she asked for icy hot earlier and it helped. She stated they usually put the Icy Hot on her when she asks for it. When asked if the Fentanyl patch being discontinued had impacted her pain level, she stated they took that away. She said she would have to say she has more pain since they discontinued it. When asked if pain impacts her getting out of bed, she stated it did. When told observations this week had revealed that she had been in bed, she stated that</p>			
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	<p>was true, she did not want to get up because of the pain. When asked if that correlated with the discontinuing of the Fentanyl patch she stated she was up a few days ago last week and she thought the patch had been discontinued.</p> <p>6/28/23 at 1:45 p.m. the Regional Nurse Consultant stated that they interviewed a CMA and the CMA stated that Resident #21 had no complaints when she gave him his lunch time meds on this day. The Regional Nurse Consultant acknowledged that the 'no complaints of pain' comment did not signify that the CMA asked resident if he had pain, nor did it signify that she asked resident to rate the pain.</p> <p>On 6/28/23 at 1:30 p.m., Staff O, CMA, when asked about doing the pain scales, she stated she will ask sometimes, or if a resident doesn't look like they are in pain then she will mark 0. She stated one resident states he might have pain at an 8 and she tells him that it's not at an 8 because then he would have facial grimacing. She said she will just go ahead and mark that down as a 2. She stated that she knows a resident in back, Resident #21, just stated his arm hurt and he really did look like he was in pain and he told her it was at a 7.</p>			
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	<p>She stated she let the nurse know. She said Resident #21 gets worried because he wants to have his 2 servings of alcohol every day too.</p> <p>On 6/28/23 at 1:40 p.m., Staff A, when asked what she does for a pain scale, she said she will look, sometimes you can tell someone is not in pain. Other times she will put a 2. When asked if she asks the residents if they have pain, she stated she does and she writes down the number they tell her.</p> <p>On 6/28/23 at 1:17 p.m., Staff F, NP stated she was aware of the meds that are being missed. The ADON had told Staff F about them a couple of weeks ago. Staff F stated she had worked with the ADON in the past so has known her for about 4 years. Stated they've talked a lot about how there needs to be a handle on the meds. Staff F stated they were not notified when the meds weren't given. She stated that she did not know if the other Nurse Practitioner (Staff G) was notified. Shared with Staff F that Staff G had not been notified. Staff F stated that the facility needed to put a policy in place so this doesn't happen anymore. Discussed pain scale and residents' conversations that they are not being</p>			
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	<p>asked and that they have never reported a pain level of 0, but the documentation by staff is showing no pain. Also shared with her about the CMA reporting a resident rated his pain at an 8 but she told him she didn't see any facial grimacing so it couldn't be at an 8. She stated she just wrote it at a 2. Staff F stated this was not acceptable. Shared with Staff F that other staff reported that they will just look and if the resident doesn't appear to be in pain then they will just write a 0. Staff F stated they need to be asking where the pain is and rate it at what the resident says it is. Staff F acknowledged that there was a system failure with medication administration and it needed to be fixed. Staff F stated she was aware of the Immediate Jeopardy that was given on this day and acknowledged understanding of it. Staff F stated that the medications need to be administered as ordered. That it was an expectation and it needs to be followed.</p> <p>A Pain Management Policy dated 11/15/22, directed the following: POLICY: The Facility will use a systematic approach to Pain Management; Recognition, Evaluation, Treatment, &amp; Monitoring of Pain. Individuals</p>			
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	<p>experiencing Pain may receive Pharmacological/Non-Pharmacological Interventions to assist in Pain Management. The Facility will provide Employees Education on Pain Management &amp; Opioid Overdose.</p> <p><b>RESPONSIBILITY:</b> Nursing Personnel, Nursing Administration, &amp; Director of Nursing.</p> <p><b>PROCEDURE:</b> Recognition:</p> <ol style="list-style-type: none"> <li>1. Evaluate/Prevent: <ul style="list-style-type: none"> <li>" Recognize when Resident is experiencing Pain &amp; Identify circumstances when Pain can be anticipated.</li> <li>" Evaluate Resident for Pain on Admission and Routine Evaluations.</li> <li>" Manage/Prevent Pain, consistent with the Comprehensive Evaluation and Plan of Care, Current Professional Standards of Practice, &amp; Resident's Goals/Preferences.</li> </ul> </li> <li>2. Observe for Nonverbal Indicators: <ul style="list-style-type: none"> <li>" Change in Gait (e.g., Limping), Skin Color/Perspiration, V/S (e.g., increased pulse, respirations, blood pressure).</li> </ul> </li> </ol>			
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	<p>" Loss of Function or Decline in ADL's (e.g., rubbing a specific location of the body, or guarding a limb).</p> <p>" Fidgeting, Increased Restlessness.</p> <p>" Facial Expressions (e.g., grimacing, frowning, clenching of the jaw).</p> <p>" Behavioral Changes (e.g., pacing, irritability, depressed mood, decreased participation in activities).</p> <p>" Weight Loss, Loss of Appetite, Difficulty Eating.</p> <p>" Difficulty Sleeping or Decline in Activity Level.</p> <p>" Negative Vocalization (e.g., groaning, crying, whimpering, screaming).</p> <p>" Skin Conditions</p> <p>3. Verbal Descriptors:</p> <p>" Heaviness/Pressure</p> <p>" Stabbing</p> <p>" Throbbing</p> <p>" Hurting/Aching</p> <p>" Gnawing</p> <p>" Cramping</p> <p>" Burning</p> <p>" Numbness, Tingling, Shooting, Radiating Spasms</p>			
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	<p>" Soreness, Tenderness, Discomfort, Pins, Needles</p> <p>" Tearing/Ripping</p> <p>Pain Evaluation:</p> <p>1. Nursing will complete a Pain Evaluation Tool, appropriate for the Resident's Cognitive Status, to assist with Evaluation of a Resident's Pain.</p> <p>2. Evaluation of Pain by the Licensed Nurse or Medical Provider.</p> <p>" History of Pain &amp; Treatment:</p> <p>" Non-Pharmacological, Pharmacological, &amp; Alternative Medicine (CAM) Treatment;</p> <p>" Response/Effective to Treatment.</p> <p>" Ask the Resident to Rate the Intensity of his/her Pain using a numerical scale, Verbal or Visual Descriptor that is appropriate and preferred by the Resident.</p> <p>" Reviewing the Resident's current Medical Conditions (e.g., pressure injuries, diabetes with neuropathic pain, immobility, infections, amputation, oral health conditions, CVA, venous and arterial ulcers, and multiple sclerosis).</p> <p>" Identifying Key Characteristics of Pain:</p> <p>" Duration</p>			
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	<p>" Frequency</p> <p>" Location</p> <p>" Timing</p> <p>" Pattern (e.g., constant, or intermittent)</p> <p>" Radiation</p> <p>" Obtaining Descriptors of Pain (e.g., stabbing, aching, pressure, spasms).</p> <p>" Identifying activities, Resident care or treatment that precipitate or exacerbate Pain and those that reduce or eliminate Pain.</p> <p>" Impact of Pain on Activities of Daily Living (e.g., sleeping, social activities, physical activity and mobility, emotions, intimacy, appetite, and mood, etc.).</p> <p>" Current Prescribed Pain Medications, Dosage, Frequency, Treatments, &amp; Modalities.</p> <p>Pain Management &amp; Treatment:</p> <p>1. Based on the Evaluation, Nursing in collaboration with the Physician/Prescriber, other Health Care Professionals, the Resident and/or the Resident's Representative will Develop, Implement, Monitor, and Revise as necessary Interventions to Prevent/Manage a Resident's Pain beginning at Admission.</p> <p>2. The Interventions for Pain Management will be incorporated into the components of the</p>			
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	<p>Comprehensive Care Plan, addressing Medical Conditions that may be associated with Pain Management Goal.</p> <p>3. The Interdisciplinary Team, the Resident and/or the Resident's Representative will collaborate and discuss realistic, and measurable goals for Treatment.</p> <p>4. Factors Influencing Treatment:</p> <ul style="list-style-type: none"> <li>" Cause, Location, &amp; Severity of Pain.</li> <li>" Resident's Medical Condition.</li> <li>" Resident's Current Medications.</li> <li>" Resident's desired level of relief &amp; tolerance (e.g., partial Pain reduction with fewer adverse consequences).</li> <li>" Potential Risk/Benefits &amp; Adverse Consequences of Medications.</li> <li>" Available Treatment Options.</li> <li>" Resident's Elected Hospice Benefit.</li> </ul> <p>5. Non-Pharmacological Interventions:</p> <ul style="list-style-type: none"> <li>" Environmental Comfort Measures (e.g., adjusting room temperature, comfortable seating/lines, assistive devices).</li> <li>" Loosening Constrictive Bandage, Clothing, or Device.</li> <li>" Applying Splinting (e.g., pillow or folded blanket).</li> </ul>			
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	<p>" Physical Modalities (e.g., cold compress, warm shower/bath, massage, turning/repositioning).</p> <p>" Exercises to assist with Stiffness, Contractures, &amp; Restorative Nursing Programs to maintain Joint Mobility.</p> <p>" Cognitive/Behavioral Interventions (e.g., music, relaxation techniques, activities, diversions, spiritual and comfort support, teaching the Resident coping techniques and education about Pain).</p> <p>6. Pharmacological Interventions will follow a systematic approach for selecting Medications/Doses to Manage Pain. The Practitioner &amp; IDT Team is responsible for developing a Pain Management Regimen that is specific to each Resident who has Pain/Potential for Pain.</p> <p>General Principles for Analgesics:</p> <p>" Evaluate the Resident's medical condition, current medication regimen, cause and severity of the Pain and course of Illness to determine the most appropriate Analgesic for Pain Therapy.</p> <p>" Consider evidence-based practice tools to assist in the Evaluation of the Resident's Pain.</p>			
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	<p>" Consider Administering Medication Routinely instead of PRN or combining longer acting medications with PRN Medications for breakthrough Pain.</p> <p>" Utilize the most effective and least invasive route for Analgesic Administration (e.g., oral, rectal, topical, injection, infusion pump and/or transdermal).</p> <p>" Use lower doses of Medication initially and titrate slowly upward until comfort is achieved.</p> <p>" Reassess and adjust the Medication Dose to optimize the Resident's Pain relief while monitoring the effectiveness of the Medication and work to minimize or manage side effects.</p> <p>" Review Medical Conditions which may require several Analgesics and/or adjuvant Medications; Documentation will clarify the rationale for a Treatment Regimen and acknowledge associated risks.</p> <p>" Opioids will be Prescribed and Dosed in accordance with current professional standards of practice and manufacturers' guidelines to optimize their effectiveness and minimize their adverse consequences.</p>			
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	<p>" Nursing will Notify Practitioner if the Resident's Pain is not controlled by the current Treatment Regimen.</p> <p>" Referral to a Pain Management Clinic for other Interventions that need to be Administered under the close supervision of Pain Management Specialists will be considered for Residents with Advanced, Complex, or poorly controlled Pain.</p> <p>7. Monitoring, Re-Evaluation, &amp; Care Plan Revision</p> <p>" Nursing will reassess Resident's Pain Management for effectiveness and/or adverse consequences (e.g., constipation, sedation, anorexia, change in mental status, delirium, respiratory depression, pruritus, nausea, vomiting, addiction and falling or drowsiness) at established intervals.</p> <p>" If Re-Evaluation findings indicate Pain is not adequately controlled, the Pain Management Regimen and Plan of Care will be revised as indicated.</p> <p>" If Pain has resolved or there is no longer an indication for Pain Medication, the Interdisciplinary Team will work to discontinue or taper Analgesics (as needed to prevent withdrawal symptoms).</p> <p>8. Opioid Overdose:</p>			
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<b>58.11(3)</b>	<p>" Monitor for Signs/Symptoms of Opioid Overdose:          " Unresponsiveness or Unconsciousness          " Slowed or Stopped Breathing          " Snoring or Gurgling          " Cold or Clammy Skin          " Discolored Lips/Fingernails          " Dispatch EMS &amp; Notify Physician          " Administer Naloxone (Narcan) if applicable.          " Notify Law Enforcement Agency if suspicious for Medications/Illicit Drugs stored in personal belongings. Request Law Enforcement to conduct Property Search, and/or Removal.          " Refer Resident to Substance Abuse Program.          " Update Care Plan/Kardex.</p> <p><b>481—58.11(135C) Personnel.</b>          58.11(3) Employee criminal record checks, child abuse checks and dependent adult abuse checks and employment of individuals who have committed a crime or have a founded abuse. The facility shall comply with the requirements found in Iowa Code section 135C.33 and rule 481—50.9(135C) related</p>	<b>II</b>	<b>\$500.00 (Held in Suspension)</b>	<b>Upon Receipt</b>
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	<p>to completion of criminal record checks, child abuse checks, and dependent adult abuse checks and to employment of individuals who have committed a crime or have a founded abuse.</p> <p><b>Description:</b></p> <p>Based on record review and interviews, the facility failed to run a criminal background check before hiring Staff E, Registered Nurse (RN), and failed to obtain a may work letter (ok to hire) after a criminal background check came back with misdemeanors on it. The facility reported a census of 62 residents.</p> <p>Findings include:</p> <p>On 6/29/23 employee files were requested related to an extended survey. The Human Resource Specialist provided an Action Plan that was drafted on 6/12/23 with target date of 6/30/23. The objective and goal was to ensure every employee had a background check and a DHS "may work" letter of approval before completing onboarding.</p> <p>Through review of Staff E's employee file, it was revealed that there was not a hire date in her file. An Iowa Record Check Request Form that was ran on 2/3/23 revealed that she had been charged with 2 misdemeanors. No "may work" letter was found.</p>			
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	<p>An email was sent on 6/29/23 at 4:43 p.m. to request further information that was not found in the employee files.</p> <p>On 7/5/23 at 12:58 p.m., the Human Resource Specialist provided a graph of items requested. On the graph it noted Staff E's hire dated was 1/4/23. It noted that Staff E's background check was not ran until 2/2/23. It noted her RN license was in probation status. The Human Resource Specialist documented on the graph that a new background check was completed on 6/30/23 to attempt to gain a "may work" letter.</p> <p>The Human Resource Specialist acknowledged that the facility waited a month to run a criminal background check along with the "may work" letter for Staff E that should have been run and received before Staff E worked the floor. The Administrator was present for this interaction.</p> <p>On 7/11/23 11:28 p.m., an email was received from the Administrator, documenting that Staff E's "may work" letter was obtained. It was dated 2/10/23.</p> <p>An undated Employment Policy and Procedure Document from the Employee Handbook, directed under the Background Investigations heading that Federal and State law require us to perform pre-</p>			
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	<p>employment criminal history, dependent adult abuse, and founded child abuse background checks. Offers of employment will be conditioned upon successful completion of the background checks. Employees will be required to sign an authorization allowing the facility to initiate these checks and acknowledging your receipt of this information. Employees MAY NOT begin working until the facility has received a successful background result.</p> <p>An Abuse Prevention policy dated 10/2022, directed that the facility was committed to protecting the residents from abuse by anyone including, but not necessarily limited to: Facility staff, other residents, and staff from other agencies providing services to our residents, family members, legal guardians, surrogates, sponsors, friends visitors, or any other individual. Steps to Prevent, Detect and Report included the facility conducts employee background checks and will not knowingly employ any individual who has been convicted of abusing, neglecting, or mistreating individuals or misappropriation of property. The facility will pre-screen all potential new employees for a history of abusive behavior.</p>			
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